

CHAPTER 104

BUSES

A. GENERAL

1. Agreements. Separate agreements for bus companies party to the Military Bus Agreement (MBA) are on file at MTMC. The agreements and updates are available at the following Internet address: <http://www.mtmc.army.mil>, then select Transportation Services and Travel Services or by contacting HQ MTMC, ATTN:MTTP-AS, 200 Stovall Street, Alexandria VA., 22332-5000. For the use of buses outside the CONUS, the theater CINC shall establish bus agreements.”

2. Standards of Service. Standards of service for travel of DOD personnel by commercial bus transportation are prescribed in Figure 104-1. These minimum standards are intended to ensure the provision of carrier service commensurate with authorized entitlements. In emergency situations, carriers shall comply with the prescribed standards to the extent that circumstances permit. The standards of service apply to all commercial carrier equipment used for moving DOD passengers and their families in domestic transportation arranged by MTMC, HQ AMC Contract Airlift Division, and TOs. USTRANSCOM/MCC or the TO shall prescribe bus equipment requirements for group movements of DOD-sponsored travel. In overseas areas, theater commands shall establish standards of service. Selection of buses for various group movements shall be dependent upon the carrier's vehicle capabilities. The following types of buses are to be used for passenger operations:

- a. “Intercity” buses shall be used for movements which exceed 60 miles.
- b. “Intercity” or “Intracity” buses may be used for movements of 60 miles or less.

B. ROUTING AUTHORITY

Air is the preferred mode of travel unless the orders issuing authority specifies otherwise in traveler's orders. When bus is the selected mode of travel, all routing may be accomplished by the TO. Only DOD-approved bus companies with agreements on file with MTMC and USTRANSCOM shall be used. TOs have the option of requesting assistance from USTRANSCOM/MCC.

C. PROCUREMENT PROCEDURES.

1. TOs shall ensure that only DOD-approved carriers are considered when arranging charter bus service within their routing authority.

2. Bids shall be solicited from at least three carriers (if and when available) and the carrier offering the best value service shall be selected. Factors which influence selection, regardless of cost, are sufficient equipment to perform the move and overall condition of the equipment with emphasis on the areas which affect safety, timely and responsible service, and conduct and performance of operating personnel. Carriers are not required representation by an agent to

receive solicitations or awards. Awards shall be made in writing along with any changes made after award. TOs shall also request a copy of the awarded carrier's tender of service for their files. This shall assist in resolving billing problems and provide a detailed file in case of protest. In addition, brokering by carriers is not an acceptable practice under the MBA.

3. Inspections. Random inspections are performed by MTMC, AMC, or their contracted representatives and upon request by TOs. In addition, TOs are to inspect buses upon arrival at origin prior to passenger movement. Standards for TO inspections of bus equipment are outlined under the Vehicle Inspection Criteria portion of DD Form 1341 (See Figure 102-3). TOs shall provide MTMC/MTPP-AS information concerning TO-arranged chartered bus movements, by FAX or message, as soon as movement information becomes known. This action shall allow MTMC an opportunity to arrange bus safety inspections.

D. CHARTER BUS SERVICE

Upon completion of each charter bus movement, the TO shall complete the Government Charter Coach Certificate (GCCC) furnished by the carrier. One copy of the GCCC shall be retained by the TO. The original and one copy shall be returned to the carrier along with the completed GTR. Charter bus moves or individual tickets for bus transportation may be charged on the government travel card. TOs will reconcile these bills IAW with DFAS procedures.

E. BAGGAGE

Free baggage allowance in the CONUS shall be IAW the carriers' offer of service or standard allocations. Travelers are responsible for off-loading baggage from privately-owned and government vehicles and making it available to the carrier at their check-in point.

F. SHIPMENT OF MILITARY IMPEDIMENTA

Military impedimenta, as distinguished from articles included in the free baggage allowance under the MBA, transported in charter bus equipment, shall be covered by the GTR/credit card covering group or individual movement.

G. WEAPONS AND MUNITIONS

1. Privately-Owned Weapons. Travelers are responsible to comply with all laws and regulations of the U.S., its territories, foreign countries, and local municipalities with regard to possession, carrying, and shipping of weapons and ammunition.

2. Government-Owned Weapons. Travelers using bus transportation must have the authority to carry weapons included in the travel orders. TOs are responsible to ensure travelers, commanders, and/or designated agents are briefed on all laws and regulations of the U.S., its territories, foreign countries, and local municipalities with regard to possession, carrying, and shipping of weapons and ammunition. TOs shall coordinate with carrier, station managers, and/or charter representatives, on requirements and security.

3. See Appendix I for additional information.

H. REPORTS

1. TO's are authorized to locally reproduce DD Form 1341 (See Figure 102-3) or may download the DD Form 1341 at <http://web1.whs.osd.mil/icdhome/DDEFORMS.HTM> and should have them accessible for all travelers who travel on air, bus and rail movements. Completed copies should be returned to the TO, who in turn shall forward them to HQ MTMC/MTPP-AS, 200 Stovall Street, Alexandria VA., 22332-5000, for quality control purposes.

2. Bus Travel Data Reporting. Reporting requirement for bus travel data is contained in Appendix H.

CONTRACT AND CHARTER BUS TRANSPORTATION STANDARDS OF SERVICE

Intercity buses used for group movements will afford passenger comfort needs as follows:

1. Seat Specifications. Passengers' seats will be of such design as to afford optimum comfort during movement and will:

a. Be upholstered with foam rubber or other material providing equivalent comfort, which will prevent contact with structural parts of the seat bottom or back. Seats with shifted or excessively worn cushioning will not be acceptable, even if they otherwise meet the requirements specified in this section.

b. Be equipped with two padded arm rests of such density as will provide adequate vibration insulation and prevent the feel of any arm cap protuberance through the padding. They will be at least 1 ½ inches wide with one located at the wall side of the coach and the other located at the aisle side.

c. Be of minimum width of 37 ½ inches for double seats or two passengers and 16 ½ inches for single seats. Existing equipment configured at 34 inches for double seats is acceptable.

d. Be capable of reclining to 30 degrees, except for seats immediately ahead of lavatories or those in the extreme rear of the coach. The degree will be measured from a line perpendicular to the floor to a line tangent to the front surface of the seat back when fully reclined. The seat adjustment lever for each passenger will be located conveniently for use of the seated passenger and designed so it will not present a hazard to the occupant when seated or when entering or leaving the seat.

2. Seat Spacing. Measured parallel to the floor, seat spacing will not be less than 35 inches center to center. Existing equipment configured at 34 inches is acceptable. Where passengers' seats face a bulkhead, tire well, or other obstruction, a minimum of 22 inches legroom, as diagonally measured from the top forward edge of the seat cushion to the base of the obstruction, must be provided.

3. Aisles. Aisles will allow unobstructed passage to lavatory, doorways, and seats. They will be at least 12 inches wide measured parallel to the floor at all levels up to and including the armrest, and at least 17 inches wide above the armrest level. Aisle widths will be measured as the shortest distance between lines paralleling the longitudinal axis of the bus through the inboard edge of any seat or obstruction. Minor variances 7 (not over one inch) may be authorized by MTMC where not more than two aisle seats in successive rows per coach prevent compliance.

4. Coat Racks. Overhead rack space must be provided for coats, hats, and parcels.

**Figure 104-1. Contract and Charter Bus Transportation
Standards of Service**

5. Temperature Control. In areas and during seasons where required for the comfort of passengers, buses must be equipped with air conditioning and heating units. The interior temperature of the coach must be so controlled as to insure passenger comfort at all times regardless of seasonal weather conditions.

6. Cleanliness and Serviceability of Equipment. Prior to departure of equipment from garage point, it must be serviced so as to be in proper operating condition. The interior and exterior must be thoroughly cleaned.

7. Headrest Covers. Clean and sanitary headrest covers of paper, cloth, or plastic must be supplied for each seat, except in the case of seats expressly designed and manufactured to eliminate the use of detachable headrest covers.

8. Lighting. Buses must be equipped with adequate lighting to serve the needs of individual passengers.

9. Food Service.

a. Meal Stops. Either the Carrier assigned a movement, or the designated Carrier if more than one Carrier is involved, will have the responsibility for arranging clean and sanitary meal stops. When prior meal stop arrangements are made by the office requesting movement, the Carrier will be advised. Local unit contacts and local TOs will assist the Carrier on matters concerning meal stops and service when requested. Consideration must be given to the size of the group being moved, laws of the States through which the movement passes, and availability of accommodations. When routing group movements under delegated authority, TOs are encouraged to obtain competitive bids for meal service for groups using meal tickets.

b. Meal hours. Normally, meal hours will be as provided below, but consideration must be given to time of feeding prior to departure and the advisability of spacing the meals approximately 4 to 5 hours apart. Normal meal periods are defined by serving times as follows:

(1) Breakfast is from 0600 through 0730 hours.

(2) Lunch is from 1130 through 1300 hours.

(3) Dinner is from 1700 through 1830 hours.

c. Alcoholic beverages. Alcoholic beverages will not be served aboard buses.

10. Briefing of Passengers.

a. Each carrier must brief the person in charge regarding route to be followed, stops enroute, and other service items.

**Figure 104-1. Contract and Charter Bus Transportation
Standards of Service (Cont'd)**

b. During movement, the person in charge must be briefed concerning irregular events that occur and all reasons for delays or other interruptions to movement.

11. Delivery of Passengers. Intermodal Movements. Groups transported to airports, military airfields, or railroad stations will be delivered at such specified time determined necessary by MTMC or the responsible TO to accomplish timely transfer.

12. Nonsmoking Section. A nonsmoking section within each bus will be designated IAW carrier practices.

13. Restrooms. Restrooms must be clean, sanitary and functional. Restrooms must be supplied with toilet tissue, soap, paper towels, and fresh wash water, or towelettes in lieu of soap and water, during the entire journey.

**Figure 104-1. Contract and Charter Bus Transportation
Standards of Service (Cont'd)**